

Privacy Statement

Green Energy (UK) Plc (“Green Energy”) is committed to protecting your personal data. Please read the following privacy statement to understand how we use and protect the information that you provide to us.

1. INFORMATION THAT WE COLLECT FROM YOU

The personal data we collect will be the information that you provide and will include your name, address, phone numbers and email address and may also include your bank account details and any other information about you from the e-mails, letters or other information you provide to us. We may also collect information from and about the operation of your account with us.

2. BASIS FOR PROCESSING AND USE OF YOUR DATA

2.1 Where you are, become or enquire about becoming a customer of Green Energy, the basis for our processing of your personal data will be to enter into and perform the contract between you and us. This will include billing and providing up to date information on efficiency and safety issues.

2.2 We may from time to time send you information about matters that we believe will be of interest to you. The basis for our processing of your personal data there will be legitimate interest and/or your consent.

3. DISCLOSURE OF YOUR INFORMATION

3.1 We may employ other companies to provide services for us. These companies will have access to the personal information needed to perform their functions and not for any other purpose. Those functions may include recovering debts, tracing debtors and preventing money laundering and fraud, transferring or cutting off your supply.

3.2 If our business is merged with another business entity, your information may be disclosed to our new business partners or owners.

3.3 We may disclose your details to credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.

3.4 We operate in a regulated industry and under the terms of a licence and we are required to disclose information about you and your supply under our contract in accordance with the terms of that licence.

3.5 Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

4. SECURITY AND DATA RETENTION

4.1 We employ appropriate security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

4.2 We will retain your information for a reasonable period or as long as the law requires, taking into account the nature of the information and purpose for which it has been obtained and is used or held.

5. CHANGES TO OUR PRIVACY STATEMENT

Any changes to our privacy statement in the future will be posted to our website and, where appropriate, provided through e-mail notification.

6. YOUR RIGHTS

6.1 You have the right to access information held about you and the right to request that information be deleted or corrected (as appropriate). You also have the right to request that your information be transferred to another organisation. You can exercise these rights at any time by emailing help@greenenergyuk.com

6.2 Questions, comments, concerns and requests regarding this privacy statement or our collection or use of your information are welcomed and should be addressed to help@greenenergyuk.com

6.3 The Information Commissioner's Office is the UK's supervisory authority for privacy and data protection matters - for more information visit www.ico.org.uk/ concerns



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green energy